

**I'MProving LLC DBA Dale Carnegie Training Hawaii**  
**DLIR/WDD 2015-01, ETF #02**  
**Training Matrix**

\* The prices approved by STATE for services performed pursuant to RFP DLIR/WDD 2015-01 shall be fifty-percent (50%) of the cost of the ETF Assistance listed in the "Total Tuition" column, tax inclusive; However the maximum payment for each unit of service that the STATE will pay shall not exceed \$250; if applicable, tax inclusive. The employer shall pay the other fifty percent (50%) of the cost of ETF assistance, tax inclusive, listed in the "Total STATE Tuition" column and any excess balance that exceeds the assistance directly to CONTRACTOR.

Training Activity		Duration in Hours	Duration in Weeks	Course Schedule	TUITION PRICE			Certification offered? Yes/No
Program Area	Course Title				Tuition Price	State Discount Rate (%) & Cost per unit	Total STATE Tuition and, if applicable, including tax*	
Communications/Interpersonal Skills	The Dale Carnegie Course: Skills for Success (DCSS)	28	8	See Website	\$1,595	\$1,495	\$1,565.44	No
Presentations	High Impact Presentations	16	Up to 4 weeks depending on schedule	See Website	\$1,595	\$1,495	\$1,565.44	No
SALES	DALE CARNEGIE SALES COURSE: Winning with Relationship Selling	28	8 wks	See Website	\$1,595	\$1,495	\$1,565.44	No
Leadership	Leadership Training for Managers	24	1 week	See Website	\$1,695	\$1,595	\$1,670.16	No
Sales	How to Sell Like a Pro	16	1 week	See Website	\$1,295	\$1,295	\$1,356.02	No
Sales	How to Cold Call & Build New Customers	8	1 week	See Website	\$399	\$359	\$375.91	No
Sales	Power Prospecting: How to Get More Leads & Customers	4	1 week	See Website	\$199	\$199	\$208.37	No
Sales/Presentations	How to Deliver Winning Sales Presentations	16	1 week	See Website	\$1,295	\$1,295	\$1,356.02	No
Other Business/Leadership Team	People Skills for First-Time Managers	8	1 week	See Website	\$399	\$359	\$375.91	No
Other Business/Leadership Team	How to Run Meetings	3	1 day	See Website	\$199	\$199	\$208.37	No
Other Business/Leadership Team	How to Keep Your Staff Motivated, Energized & Engaged	8	1 day	See Website	\$399	\$359	\$375.91	No
Other Business/Leadership Team	How to Turn Difficult Employers into Productive Contributors	8	1 day	See Website	\$399	\$359	\$375.91	No

**I'MProving LLC DBA Dale Carnegie Training Hawaii**  
**DLIR/WDD 2015-01, ETF #02**  
**Training Matrix**

Other Business/Leadership Team	How to Handle Multiple Demands On Your Time	4	1 day	See Website	\$199	\$199	\$208.37	No
Leadership/Sales	Sales Leadership Excellence	16	1 week	See Website	\$1,295	\$1,195	\$1,251.30	No
Customer Services	Intro to Exceptional Customer Service	4	1 day	See Website	\$299	\$279	\$313.09	No
Customer Service	How to Turn Customer Service into Relationships	8	1 day	See Website	\$399	\$359	\$375.91	No
Communications	How to Communicate with Diplomacy & Tact	8	1 day	See Website	\$499	\$450	\$522.51	No
Communications/Interpersonal Skills	Interpersonal skills for IT and Technical Professionals	16	1 week	See Website	\$1,495	\$1,395	\$1,460.73	No
Stress Management	How to Conquer Workplace Stress	4	1 day	See Website	\$199	\$199	\$208.37	No
Customer Service	Attitudes for services and Telephone Skills	4	4-hour workshop	See Website	\$299	\$279	\$313.09	no
Presentations	High Impact Presentations (One-day workshop)	8	1 days	See Website	\$599	\$599	\$627.22	No
Customer Service-DIGITAL	<b>LIVE Online:</b> Attitudes for Service & Telephone Skills	3	1 day	See Website	\$399	\$399	417.80	No
<b>Sales - DIGITAL</b>	LIVE Online: How to Cold Call & Build New Customers	3	1 day	See Website	\$299	\$299	\$313.09	No
<b>Sales - DIGITAL</b>	LIVE Online: Compelling Sales Presentations	3	1 day	See Website	\$299	\$200	\$313.09	No